MUTUAL AID AND FIRE PROTECTION SURVEY

MARCH 1989

Research and
Planning and
Office of the
Fire Commissioner

Manitoba
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MUTUAL AID

AND

FIRE PROTECTION SURVEY

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MANITOBA LABOUR
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OFFICE OF THE FIRE COMMISSIONER

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Ed Polnick	Fire Chief, Brandon Fire Department and President of the Manitoba Association of Fire Chiefs
Hank Smith	Fire Chief, Russell Fire Department
Dave Seeley	Fire Chief, Dauphin Fire Department
John Matheson	Office of the Fire Commissioner
Herman Thiessen	Office of the Fire Commissioner
Barry Warrack	Research and Planning, Manitoba Labour

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EXECUTIVE SUMMARY

The Manitoba Association of Fire Chiefs requested that a survey be conducted in 1987 of the Mutual Aid and Fire Protection System in Manitoba. Some of the more important findings from the survey include the following:

BACKGROUND

* 71% (152) of the fire chiefs[1] responded to the survey.

* Volunteer departments had an average of 17 members and their annual budget was $27,000.

* Paid departments had 17 paid members and 24 volunteer members on average and an annual budget of $1,000,000.

* Volunteer fire departments protected 2,500 people; paid departments protected 22,200 people.

* 57 departments believed that fire departments should expand into ambulance service.

* Most problems with communications were in smaller and remote communities where there was a lack of telephones and hand-held radios.

* Concerning pay for fire department activities:

  - 24 departments did not provide any pay (full or partial) for fighting fires;
  - 35 departments did not pay their members either fully or partially for attending local training;
  - 38 departments did not pay their members at all for training outside the community;
  - only 33 departments paid their members for business or house inspections.

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[1] The City of Winnipeg was excluded from the analysis as their response would tend to skew the aggregated results to many of the questions.

* Average wages paid: fighting fires: $8.30 per hour; attending local training: $7.24 hourly ($9.11 per meeting); attending training outside of the community: $7.19 hourly ($60.00 per day); doing house/business inspections: $7.15 hourly or $10.00 per inspection.

* 33 departments had women firefighters, while 53 departments were contemplating adding women.

CONCERNING THE MUTUAL AID SYSTEM

* Fire chiefs believed that the main purpose of the system was to assist other communities with personnel and equipment in an emergency.

* 13 departments normally charged for general fire calls while 15 charged for mutual aid related calls.

* 40 departments believed that mutual aid related calls should be charged back to the municipality concerned.

* 89 departments indicated strong or very strong support from elected officials.

* Only 7 departments indicated that their equipment was not up-to-date.

* Chiefs believe that guidelines concerning Mutual Aid would be useful for:

  - the role/responsibilities of the coordinator;
  - the level of training of fire service personnel;
  - testing of older equipment;
  - the level of training of the mutual aid coordinator.

* 44 chiefs indicated that they believe there are problems with Mutual Aid. Some of the concerns included that the district is not active enough, more guidelines are needed, better communications needed with other departments/police.

* 78 departments indicated that the operations of the Mutual Aid system were either very or quite satisfactory.

CONCERNING THE OFFICE OF THE FIRE COMMISSIONER

* Respondents indicated very good or good support for Mutual Aid, fire investigations, training of fire fighters, and emergency services and rescue training. Areas rated lower were fire prevention public education, dangerous goods training and building inspections.

* Major training needs were for additional courses delivered locally, fire rescue, dangerous goods, fire fighting practice, education of municipal officials and fire investigations.

* The most significant barriers to training were the lost work time and pay and travel/accommodation costs.

* 110 chiefs thought that a program was needed to improve the image of the fire fighter.

MAJOR ISSUES

There were seven major issues raised as part of the survey process. Those issues which need to be addressed in more detail and action plans developed by the fire chiefs themselves, The Manitoba Association of Fire Chiefs, and the Office of the Fire Commissioner include:

- Emergency Communications
- The Recruiting of New Volunteers or Paid Fire Fighters
- The Mutual Aid System
- Training
- Firefighter Pay and Charging Back
- Public Relations
- Level of Staffing in the Office of the Fire Commissioner
- Expansion of the Fire Service Personnel into Emergency Services such as Ambulance

MUTUAL AID AND FIRE PROTECTION SURVEY

In 1987, the Manitoba Fire Chiefs Association requested that a survey be conducted of the state of Mutual Aid and Fire Protection in Manitoba. In the fall, a steering committee was established comprised of representatives from the Manitoba Association of Fire Chiefs, Office of the Fire Commissioner and Research and Planning Branch of Manitoba Labour to oversee the research activity. A questionnaire was developed and the survey conducted of all Manitoba Fire Chiefs in January of 1988.

A summary survey of the results is attached to this report (Appendix A) from which more detailed information and findings can be obtained. A summary of the comments to the various open-ended questions from the survey is provided in Appendix B. Some of the more important information is presented graphically in Appendix C.

Some of the more important findings include the following:

I. BACKGROUND INFORMATION

* A total of 214 surveys were distributed to Manitoba Fire Chiefs, of which 152 were completed for a response rate of 71%.

* Of the 152 fire departments responding to the survey, 5 were classified as "Paid", i.e. they had several paid career firefighters on staff (they often had some volunteer firefighters as well). The remaining 146 were volunteer, i.e. the volunteer firefighters had other non-fire fighting related full-time jobs.

* Volunteer departments had, on average, 17 members of which 13 were firefighters. Paid departments were composed of an average of 17 paid members and 24 volunteer members.

* For paid departments their average annual budget was slightly more than $1 million versus $27,000 for volunteer departments.

* The average population served by paid departments was 22,200 versus 2,500 for volunteer departments.

* The average size of the area protected was 225 square miles for volunteer departments and 173 square miles for paid departments.

* In terms of budgets:

  - Paid departments spent on average $51 per capita on their fire service. Volunteer departments spent $21 per capita on average.

  - The average budget of volunteer departments is $635 per square mile protected.

  - Volunteer departments have one volunteer firefighter for every 15 square miles protected.

  - Volunteer departments have one volunteer firefighter for every 165 people in their town, village or municipality. For paid departments, they have one firefighter for every 840 people in their city.

  - Volunteer departments spend approximately $1400 per firefighter.

* Average response time to a call was 5 minutes for paid departments and 10 minutes for volunteer departments. The average response time to the furthest point was 12 minutes for paid departments and 23 minutes for volunteer departments.

* A total of 55 of the departments indicated that another department could reach this furthest point more quickly. The usual reason for this was that the other fire department was closest at the far end of the municipality.

* While only 14 departments indicated they were presently operating an ambulance service, 57 believed that this was an area into which fire departments should expand their services.

* The normal first-out response is 1 pumper, 1 rescue and usually a tanker. In terms of firefighters, paid departments usually responded with 9 while volunteer departments responded with 7.

* Respecting emergency communications systems, 44 departments had a conference phone system with pagers or radios; 28 had the M.T.S. F.R.E.D. system; 31 had systems such as 5 phones alert 5 men, 4 alert 4, etc.; 18 used a siren; 12 had a telephone and siren; 11 had an answering service with a base station and pagers; while 10 had a phone only.

* Regarding possible improvements to an emergency communications system, 32 departments indicated a need for handed radios or mobile radios and improved tower locations; 26 indicated that communications were good; 25 would like a paging system to improve response time; 21 would like a base station to answer calls; and 5 a 3-digit emergency fire number.

* 72 departments indicated problems in recruiting. Some of the comments included: no one wants to get involved, no one wants to make the commitment, persons apathetic or not available (53); no one available during the hours of 7:30 a.m. to 5:30 p.m. (14).

* When questioned concerning pay:

  - 108 departments paid their members for fighting fires (24 departments did not pay for fighting fires);

  - 85 departments paid their members for attending local training (35 departments did not pay their members for this);

  - 69 departments paid their members for attending training outside of the community (38 departments did not pay their members for outside training);

  - Only 33 departments paid their members for business or house inspections (89 did not pay for inspections).

* Average hourly wages were:

  - fighting fires: $8.30 hourly
  - attending local training: $7.24 hourly or $9.11 per meeting
  - attending training outside of the community: $7.19 hourly or $60.00 per day
  - doing house or business inspections: $7.15 hourly or $10 per inspection.

* 33 departments had women firefighters and 53 departments were contemplating adding women. A total of 83 departments thought that more should be done to encourage women to participate in the fire service.

* Only 17 departments had youth members, while 38 were contemplating adding youth members.

II. CONCERNING THE MUTUAL AID SYSTEM

A number of questions were asked concerning the Mutual Aid System in Manitoba. Responses to these questions included:

* Fire chiefs believed that the main purpose of the Mutual Aid System is to assist other communities with personnel and equipment in an emergency.

* Departments responding indicated that there were 127 mutual aid agreements and 61 fire protection agreements in effect.

* In terms of charging for calls, 13 fire departments normally charged for general fire related calls while 15 charged for mutual aid related calls. The most usual method of charging was the flat rate per call.

* 40 departments indicated that mutual aid calls should be charged back to the municipality/town/person concerned.

* In responding to calls, paid departments responded to an average of 336 fire related calls and 52 non-fire related calls in 1987. Volunteer departments responded to an average of 16 fire related and 3 non-fire related calls.

* Regarding mutual aid, paid departments responded to 2 fire related and 4 non-fire related calls in 1987 while volunteer departments responded on average to 1 fire related call.

* 122 departments, indicated that the Office of the Fire Commissioner had a representative attend their mutual aid meetings.

* In emergency situations, 92 fire chiefs would notify the chiefs of other Mutual Aid Districts to stand by.

* 89 departments had very strong or strong support from their elected officials. They normally meet with council to bring forward for consideration any needs and concerns.

* Concerning fire equipment, only 7 departments indicated that their equipment was not up-to-date while 14 indicated that the quantity of equipment was insufficient.

* Major areas where fire chiefs believe guidelines are needed include:

    - the role and responsibilities of the mutual aid coordinator
    - basic level of training of fire service personnel
    - testing of older equipment to see if it is still functioning
    - basic level of training of mutual aid coordinators.

* 44 chiefs indicated that they believe there are problems with the operation of the Mutual Aid System. Some of the problems included: district not active, need guidelines; communications with other departments and police; and more training needed in mock disasters.

* 78 departments indicated that the Mutual Aid System operation was very satisfactory or quite satisfactory.

III. CONCERNING THE OFFICE OF THE FIRE COMMISSIONER

A number of questions concerned the Office of the Fire Commissioner. The responses included the following:

* Areas where support and assistance was considered good or very good were: support for the Mutual Aid Program; fire investigations; training of firefighters and fire service personnel; and emergency services and rescue training.

* Areas rated lower were fire prevention public education, dangerous goods training, and building inspections for fire prevention.

* A total of 135 departments indicated that they needed additional training; major areas included:

    - additional courses delivered in the regions
    - fire rescue
    - dangerous goods
    - fire fighting practices
    - education of municipal officials
    - fire investigation.

* 117 fire chiefs would like to see the services provided by the Fire College Library expanded.

* In terms of barriers to training firefighters, the most significant are:
    - lost work time and pay
    - travel costs and accommodation costs.

* 110 fire chiefs thought that a program should be developed to improve the image of the firefighter.

* Other comments included:

    - a need for more training at the local fire hall
    - the Fire Commissioner's staff should be increased

- more time should be spent by Fire Commissioner's staff in visiting with volunteer chiefs
- fire prevention tapes should be available during fire safety week.

IV. ISSUES FOR CONSIDERATION

The responses by fire chiefs to the survey have brought forward a number of issues which should be addressed or considered by either the fire chiefs themselves, the Manitoba Association of Fire Chiefs or the Office of the Fire Commissioner. The Working Group has reviewed these issues and prepared the following list of more important concerns:

1. Emergency Communications:

Some of the problems outlined included the following:

* All of the town's equipment (graders, etc.) is on the same frequency. (The fire chief should ensure that the department uses the fire emergency frequency.)

* firefighters and hospital staff are not familiar with operating procedures.

* A few of the hospital base staff are not familiar with firefighting terminology.

* Very few phones exist in the town (perhaps a central emergency siren could be set up).

* Adjacent municipal areas on the same frequency can cause problems if 2 fires occur simultaneously (proper call signs could alleviate this problem).

* MTS radio towers are not always in the right location for good reception throughout the municipality.

2. Recruiting of New Volunteers and Paid firefighters:

The recruiting of new volunteers and paid firefighters was considered a problem area by 47% of the survey respondents. One of the main problems for some departments is finding people willing to make the commitment or people who would be available between 7:30 a.m. and 5:30 p.m. Two options to solve this problem are the recruitment of women (53 departments were contemplating adding women; 83 departments thought that more should be done to encourage women to participate in the fire service). Another option presently being used by 17 departments is the use of youth members, while 38 departments were contemplating hiring youth members.

Of concern to fire departments and possibly making it difficult to attract new members is the image of the firefighter. A total of 110 departments expressed an interest in a program to enhance the image of the firefighter.

3. Mutual Aid System:

One-third of the fire chiefs who responded to the survey believed that there were problems with the Mutual Aid System. These problems included:

* The issue of charging back for mutual aid calls - 15 departments (11%) indicated that they do this while one-third of the departments believed that this was a concept which should be addressed.

* The mutual aid districts need more guidance in terms of guidelines, agendas, etc.

* Some departments believed that the level of activity should be increased - their district was not active enough.

* A number of departments believed that there should be more training in mock disasters - this may have to involve the Emergency Measures Organization.

* Communications between departments and the police in certain districts was also mentioned as an issue.

4. Training:

The need for more training was addressed by 94% of the fire chiefs. Some of the training related concerns of chiefs included:

* The location of training (93% wanted more local training conducted).

* Some of the training areas indicated as important by over 80% of the fire chiefs included:

  - dangerous goods
  - education of municipal officials
  - general fire service training materials
  - fire fighting practices
  - fire rescue
  - fire investigation
  - vehicle extrication.

* Barriers to the participation in training are of concern to firefighters. Of concern to about one-quarter of respondents was the lack of pay for either local training or no pay for attending training outside of the community.

5. Firefighter Pay and Charging Back:

A total of 16% of the responding departments provided no pay for fighting fires. Of those that did, the average hourly wage was $8.30.

The departments who paid their firefighters for their training paid, on average, $7.24 per hour or $9.11 per meeting for local training; and $7.19 per hour or $60 per day for training outside the

community. Of the 30% of departments who paid for inspections, the average amount was $7.15 hourly or $10.00 per inspection. In some cases, the wage paid to the firefighters was credited back to the department for its later use.

6. Public Relations Material:

A number of the fire chiefs indicated that there was a need for improved public education materials (over 20% rated the existing materials as poor and 36% as only fair). A number wanted films or videos as well as brochures to show and hand out at schools during fire prevention weeks. Also, almost 90% wanted the services of the Fire College Library expanded and that more up-to-date films and videos be made available.

7. Staffing of the Office of the Fire Commissioner:

A number of fire chiefs thought that the number of staff in the Fire Commissioner's Office should be increased. This would allow for expanded local training and allow the Fire Commissioner's staff to spend more time with the volunteer departments in assisting them with their needs. Some chiefs thought that the Office of the Fire Commissioner's staff members should call the chiefs if they are planning to visit, to insure that they are free to meet.

8. Ambulance Service

While only 14 (9%) of the departments were operating an ambulance service, 57 (41%) believed that this was an area into which fire departments should expand their services.

APPRENDIX A

SUMMARIZED RESULTS

OF

MUTUAL AID AND FIRE PROTECTION SURVEY

MUTUAL AID AND FIRE PROTECTION SURVEY

MANITOBA LABOUR
Office of the Fire Commissioner
Research and Planning

409-401 York Avenue
Winnipeg, Manitoba
R3C 0P8

This survey is being conducted to collect information concerning fire protection services in general as well as the operation of the Mutual Aid System in Manitoba. The information provided by you will be combined with that of other fire chiefs. Your response will be kept strictly confidential.

PLEASE CHECK [ ] OR FILL IN BLANK _____

I. BACKGROUND INFORMATION

1. In 1987, what was the average number of fire service personnel in your department in the following positions?

Position	Paid Career		Volunteer
Fire Chief	1		1
Deputy Chief	1		1
Captains	2		2
Lieutenants	4		2
Fire fighters	17	(+ 24 volunteers)	13
Non Fire fighting (Office staff, etc)	2		1
Total	17*	(+ average of 24 volunteers)	17*

2. What is the size of your 1987 Annual Fire Department Budget?

Operating $	Paid ($ 330,600)	Volunteer ($12,800)
Salary $	Paid ($ 325,100)	Volunteer ($ 7,800)
Capital $	Paid ($ 100,600)	Volunteer ($14,000)
Total $	Paid ($1,005,500)*	Volunteer ($27,000)*

3. What is the population of the community served by your department?

persons Paid (22,200) Volunteer (2,500)

* Totals may not add due to rounding.

4. What is the number of square miles or kilometers of area protected by your fire department?

sq. miles Paid (173 sq. miles) Volunteer (225 sq. miles)

sq. kilometers _____

5. (i) What is your average response time to a call?

minutes Paid (5 minutes) Volunteer (10 minutes)

(ii) What is your average response time to the furthest point in your protection area when called?

minutes Paid (12 minutes) Volunteer (23 minutes)

(iii) Could another fire department reach this furthest point more quickly?

[55] Yes	[85] No	[7] Not Applicable
37%	58%	5%

Explain: Yes - Next fire department closer to ours at far end of municipality (40). No - closest is farther away (37).

6. (i) Does your fire department operate an ambulance service?

[14] Yes	[136] No
9%	91%

(ii) Should fire departments be expanding their services in this response area?

[57] Yes	[83] No
41%	59%

7. What is your standard first-out response (numbers of units)?

Pumpers	1
Aerial Trucks	-
Rescue	1
Other Specialized Apparatus	(Tankers)

8. How many fire fighters do you consider to be an adequate first-out response?

fire fighters Paid (9 fire fighters) Volunteer (7 fire fighters)

9. (i) What type of emergency communications system is used to notify your department in an emergency?

Explain: Conference phone system with pagers/radios (44)

FRED system (28)

Phone system where 5 phones alert 5 men, etc. (31)

Siren (18)

Telephone and siren (12)

Answering service or base station with pagers (11)

Phone only (10)

(ii) What can be done to improve the emergency communications system in your area?

Comments and Concerns: Hand held radios or mobile radios with towers closer (32); nothing, communications good (26); paging system to improve response time (25); base station to answer calls (21); 3 digit emergency fire numbers (5).

(iii) Do you have any problems with your radio communications?

Please Explain: No, working well (84); trouble due to location, geography, interference (14); no radios, not enough radios, radios too old (13).

10. Do you have any problems recruiting either paid career fire-fighters or volunteer fire-fighters?

[72] Yes 47% [80] No 53%

Comments re Problems Recruiting: No one wants to get involved; no one wants to make the commitment, apathetic/not available (53); no one available during the hours of 7:30 - 5:30 p.m. (14).

11. (i) Are members of your department paid for: (check all)

	Yes	Partly	No
Attending/fighting fires	[108]	[15]	[24]
Attending local training	[85]	[27]	[35]
Attending training outside of the community?	[69]	[38]	[38]
Doing business/house inspections	[33]	[5]	[89]
Other (eg., practice)	[10]	[--]	[46]

Comments: Paid for practice, meetings and fires (5); expenses paid for outside training (4); volunteer departments should be volunteer with no pay (3); paid for training (3); inspections strictly volunteer and on request (2).

(ii) If paid, how much (on average) are these persons paid and on what basis (e.g. $ per hour, annual honorarium, etc.)?

	Rate	Basis
Attending/fighting fires	$ 8.30	hourly
Attending local training	$ 7.24 ($ 9.11)	hourly (per meeting)
Attending training outside of the community	$ 7.19 ($60.00)	hourly (per day)
Doing business/house inspections	$ 7.15 ($10.00)	hourly (per inspection)
Other (specify ---)	$ ---	---

Comments: _____

(iii) Is this money or honorarium (check one)

paid to the fire fighters directly [125]

credited back to your fire department for its use at a later date [8]

Other (specify):_____ [3]

12. (i) Do you have any women fire fighters?

[33] Yes [119] No

(ii) If yes, how many?

Fire fighters 1 woman fire fighter (18), 2 (7), 3 (3), 4 (2), 5 (1)

Fire prevention 1 woman fire prevention officer (6), 2 (2)

(iii) Are you contemplating adding any women?

[53] Yes [77] No

(iv) Should more be done to encourage women to participate in the fire service?

[83] Yes [45] No

Comments: Women are more available during work hours/reliable/willing to be trained (29); will take them if they apply (13); strength important - do not lower standards - otherwise okay (7); too dangerous, need only strong healthy men (8).

13. (i) Do you have any youth members (those less than 18 years of age?)

[17] Yes [135] No

(ii) Are you contemplating adding any youth members?

[38] Yes [110] No

II. CONCERNING THE MUTUAL AID SYSTEM IN MANITOBA

1. As a fire chief, what do you think is the real purpose of the Mutual Aid System?

To assist other communities with personnel and equipment at a serious fire (117).

2. Do you have any mutual aid/fire protection agreements with other fire departments? (check each)

	Yes	No
Mutual aid agreements (e.g. an agreement to assist another fire department in an emergency)	[127]	[19]
Fire protection agreements (e.g. an agreement to share the costs of fire protection between municipalities)	[61]	[67]

If yes to either, check all agreements that apply:

		Mutual Aid	Fire Protection
(i)	Cities/towns, villages	[98]	[30]
(ii)	Municipalities	[104]	[43]
(iii)	Provinces or other jurisdictions	[10]	[5]
(iv)	Other specify	[6]	[3]

(ii) If you do not presently participate in mutual aid, why not?

Closest community too far away (4).

(iii) Who is the official signatory to the Mutual Aid Agreement? (check all that apply)

[15] Fire chief
[76] Reeve/mayor and/or council
[3] Other (specify): Local government administrator
[9] Does not apply
[28] Fire chief and reeve/mayor
[4] Fire chief, reeve and local administrator

2. (a) Do you normally charge for:

	Yes	No	Not Applicable
General fire related calls in your own town or municipality?	[13]	[129]	[2]
Mutual Aid related calls?	[15]	[116]	[8]

(b) On what basis do you charge for these calls:

		Yes	No	Amount Charged $
(i)	Assessed $ per capita	[7]	[18]	$_____
(ii)	Charged flat rate per year	[6]	[22]	$_____
(iii)	Charged flat rate per call	[23]	[21]	$_____
(iv)	Residents charged flat rate per call	[--]	[22]	$_____
(v)	Resident charged $ per hour per call	[5]	[21]	$_____

Comments: ---

3. Should mutual aid calls be charged back to the municipality/town/person concerned?

Yes [40] No [88]

Comments: No, there should not be a charge, the purpose of mutual aid is not to profit from misfortune (19); there should be some kind of payment (12).

4. (i) Concerning your fire department's emergency calls: How many calls did your fire department receive in 1987?

	Paid Department (Avg.)	Volunteer Department (Avg.)
Fire Related	336	16
Non Fire Related (vehicle extrication, etc.)	52	3
Total Calls	340	19

(ii) How many Mutual Aid calls did your fire department receive in 1987?

Fire Related	2	1
Non Fire Related (vehicle extrication, etc.)	4	-
Total Calls	3	1

5. Does a representative the Office of The Fire Commissioner normally attend your Mutual Aid meetings.

[122] Yes [16] No

6. In an emergency situation, do you notify the fire chiefs of other Mutual Aid Districts to stand by?

[92] Yes [45] No

Comments: If incident looks bad, mutual aid partner/first help call notified (22); mutual aid coordinator notified (13).

7. (i) How would you assess the level of support of your elected officials for Mutual Aid (check one)

Very Strong Support	Strong Support	Neither Strong nor Weak	Weak Support	Very Weak Support
[37]	[52]	[38]	[3]	[4]

Comments or Concerns: ---

(ii) How do you normally bring your needs and concerns relating to the fire department to your town council?

Meet with council, send a letter to council (72), meet with fire protection committee (29); annual/monthly report (10).

8. How would you rate your department's general quality and quantity of equipment? (check those that apply)

	Very Up-To-Date	Somewhat Up-To-Date	Not Up-to-Date At All
(i) Up to date equipment	[44]	[99]	[7]
	Sufficient	Borderline	Insufficient
(ii) Quantity of equipment	[76]	[58]	[14]

Comments or Concerns: Need a new pumper, equipment borderline (23); very difficult for a small community to be able to afford up-to-date equipment - financial assistance should be available (10); need more specialty equipment - fast response unit, vehicle extrication (8).

9. Do you believe that guidelines should be developed for the following (check each one):

		Yes	No
(a)	the role and responsibilities of the Mutual Aid coordinator	[130]	[11]
(b)	the number of Mutual Aid meetings that should be held each year	[117]	[24]
(c)	Which fire chief should be the mutual aid coordinator	[95]	[42]
(d)	Basic level of training of mutual aid coordinators	[121]	[17]
(e)	Basic level of training of fire service personnel	[128]	[12]
(f)	Basic types of apparatus/equipment purchased by a fire department	[117]	[24]
(g)	Types of responses for mutual aid assistance (i.e., fire related incidents only as opposed to non-fire related such as vehicle extrication)	[93]	[40]
(h)	Rates to charge for mutual aid related responses	[73]	[56]
(i)	Testing of older equipment and apparatus to see if it is still functioning and of use	[129]	[12]

10. Do you believe that there are problems with the operation of the Mutual Aid System?

[44] Yes [89] No

Comments: Mutual aid district not active (5); mutual aid district active and works well (12); need guidelines, agendas (3); communications with other departments, police (2); more training in mock disasters (2).

11. In general, how satisfactory do you believe the operation of the Mutual Aid District system is:

Very Satisfactory	Quite Satisfactory	Satisfactory	Somewhat Satisfactory	Not Satisfactory At All
[35]	[43]	[43]	[18]	[2]

12. Are there any other comments, concerns or suggestions that you have about the Mutual Aid District System.

Comments: No complaints (4); some chiefs not experienced enough (3); boundaries/station location needs review (3); need a compressor closer, e.g., Morris (3); mutual aid should be mandatory for the whole province (3).

III. CONCERNING THE OFFICE OF THE FIRE COMMISSIONER

1. How would you rate the support and assistance provided by the Office of the Fire Commissioner in the following areas.(check each area)

		Very Good	Good	Fair	Poor
(i)	Support for the Mutual Aid Program	[59]	[56]	[16]	[6]
(ii)	Building inspections for fire prevention	[23]	[54]	[34]	[28]
(iii)	Fire Investigations	[56]	[57]	[16]	[9]
(iv)	Fire Prevention public education	[15]	[44]	[49]	[29]
(v)	Application of the Building Code	[19]	[57]	[32]	[22]
(vi)	Training of fire fighters and fire service personnel	[39]	[54]	[33]	[17]
(vii)	Training of building officials	[10]	[42]	[30]	[27]
(viii)	Dangerous goods training	[28]	[49]	[42]	[20]
(ix)	Emergency services and rescue training	[26]	[55]	[34]	[22]

For those areas which you have rated fair or poor, what improvements do you believe should be made?

More training needed in the area (27); Office of the Fire Commissioner understaffed (10); more fire prevention brochures, public education (9); more training relevant to small departments (6); Fire Commissioner's Office should visit Chief more often (6).

2. (i) Do you or your staff need additional training?

[135] Yes [9] No

(ii) If yes, in what areas:

	Yes	No
Fire department management for volunteers	[95]	[30]
Dangerous goods	[112]	[14]

	Yes	No
Education of municipal officials concerning fire protection	[106]	[25]
Additional general fire service training materials are needed	[103]	[24]
Additional courses delivered in the regions	[126]	[9]
Budgeting for the fire service	[72]	[53]
Long range planning for the fire service	[100]	[29]
Fire fighting practices	[109]	[24]
Fire rescue	[115]	[17]
Fire prevention	[100]	[28]
Fire investigation	[105]	[26]
Vehicle extrication	[101]	[24]

Comments: You can never seem to know enough (9); courses should be delivered on weekends in local area (7); Fire Commissioner's Office understaffed (3); more training for elected officials (3).

3. Would you like to see the services provided by the Fire College Library expanded?

[117] Yes [16] No

Comments: More up-to-date videos, films (35).

4. How significant a barrier to the training of paid career or volunteer fire fighters is the cost of each of the following during training:

		Very Significant	Somewhat Significant	Not Significant
(i)	Lost work time/pay	[86]	[30]	[27]
(ii)	Travel costs	[60]	[48]	[34]
(iii)	Accommodation costs	[55]	[44]	[41]
(iv)	Costs of books and other materials	[38]	[56]	[44]
(v)	Other costs	[15]	[8]	[33]

Specify: _____

Comments: Volunteers cannot afford 1 week away from jobs/family (35);

Fire College has to travel and provide courses in the area (5).

5. Should the Office of the Fire Commissioner develop a program to improve the image of the fire fighter?

[110] Yes [27] No

6. What ideas or suggestions do you have to improve the Services provided by the Office of the Fire Commissioner

Local training at fire hall (31);

Increase Fire Commissioner's staff (13);

More time for Fire Commissioner's staff to visit with volunteers (7);

More teaching aids/video tapes (4);

Fire prevention tapes to show at schools during fire safety week (4).

APPENDIX B

MUTUAL AID AND FIRE PREVENTION SURVEY

COMMENTS FROM OPEN-ENDED QUESTIONS

SUMMARY OF COMMENTS FROM SELECTED OPEN-ENDED QUESTIONS FROM THE MUTUAL AID AND FIRE PROTECTION SURVEY

EMERGENCY COMMUNICATIONS COMMENTS

- In two cases, their communications system was word of mouth and smoke signals.

- In one area, the townspeople have the phone numbers of members of the fire department and call around until they find someone at home who then notifies other members to respond.

IMPROVING EMERGENCY COMMUNICATIONS

- Telephones in every house in the area.

- Better trained telephone operators.

- Priorities re medical emergencies can interfere with fire emergency (where base station is at a hospital).

PROBLEMS WITH RADIO COMMUNICATIONS

- All of the town on the same frequency.

- Adjacent areas on the same frequency makes for difficulty if two fires occur at the same time.

- Personnel not familiar with operating procedures (e.g., firefighters, hospital staff).

- Hospital staff not familiar with firefighter terminology.

PAY FOR VOLUNTEER FIRE FIGHTERS

- A number of firefighters are not paid. Often their only compensation is a barbecue, dinner and dance, gratuity for cleaning clothes and a pin or watch after a number of years.

- Some chiefs thought that firefighting should be strictly volunteer while others thought there should be year-round compensation or at least compensation for lost wages.

- In some cases, the wages paid for fighting fires were either in whole or in part used to pay for a sickness fund, barbecue, ball, or to purchase new equipment.

CONCERNING THE PURPOSE OF MUTUAL AID AND MUTUAL AID PROBLEMS

It is perceived by some that:

- It should not be abused. Some chiefs believed that it was being abused.

- Small inactive areas get the most benefit; some municipalities/townships freeload off better equipped and trained departments.

- No long-term planning/funding in the Office of the Fire Commissioner.

- Only the departments with the better equipment are called upon.

- The coordinator is a problem in some areas; they may not be experienced enough or have enough knowledge to do the job.

- There should be provincial funding.

- Mutual Aid must be mandatory to be effective.

- Boundaries/station location needs review.

- Vehicle extrication not covered - Departments will not respond in these types of emergencies.

- A road identification system is needed.

- Better plans needed for mass evacuations from hospitals, old folks homes.

- Municipalities should look at specialized central equipment for all departments to draw on.

CHARGING BACK FOR CALLS

Some of the various areas charged for by Fire Departments included:

- Jaws of life = $9.00 per hour
- Marine rescue = $8.00 per hour
- Highway accidents = $300 per hour plus $300 per hour each additional hour
- Autopac charged $500 per hour, one hour minimum
- Residents charged $150 per hour for first hour, $100 per hour after that
- Hourly rate for each firefighters
- Municipality pays one-third of expenses.

CONCERNING THEIR EQUIPMENT

Some of the needs and concerns included:

- New pumpers
- More specialty equipment
- Equipment back ordered months or years
- Very difficult for small communities to afford equipment.

THE FIRE CHIEFS WERE ASKED TO RATE THE SUPPORT AND ASSISTANCE PROVIDED BY THE OFFICE OF THE FIRE COMMISSIONER

Comments included:

- Inspections should be conducted once a year by the Office of the Fire Commissioner in all public buildings and a copy of the inspection report sent to the local chief.

- The local chief should be notified if inspections are to be undertaken in a municipality.

- The Office of the Fire Commissioner should develop a plan relevant to the Fire Service.

- Fire Commissioner's Office is shifting too much responsibility to local authorities.

- Building inspections are a problem area.

- More assistance needed for small departments.

GENERAL SUGGESTIONS AND AREAS TO IMPROVE

1. Increase the staff of the Fire Commissioner's Office or fill vacancies more rapidly.

2. More courses are needed in Mutual Aid districts, at the local fire station and at weekends at the Fire College.

3. Training needed in wider types of emergencies - highway and air crashes, marine rescue, dangerous goods.

4. More time needed for Fire Commissioner's Office staff to meet with volunteers.

5. Training/equipment should be financed from Fire Prevention fund for smaller and poorer communities.

6. Improve leadership and communications.

7. Ensure all major and commercial occupancies are inspected once a year.

8. Prepare an up-to-date list of phone numbers and contacts in the Fire Commissioner's Office for emergencies.

9. Have fire investigators contact the fire chief for information about the fire, not the R.C.M.P.

10. Educate elected officials and the public about the importance of firefighting.

11. Improved fire prevention tapes/films are needed.

12. A fire college facility is needed in Winnipeg.

13. Workers' Compensation for firefighters is a grey area.

14. More first aid training is needed.

15. Maintain the fire investigations area.

16. Funds are needed for fire inspections.

17. An air compressor is needed for Morris.

18. Help is needed in selecting fire trucks.

19. Awards are needed for firefighters.

20. A fire service newsletter is needed to tell those out there what is going on.

21. The Fire Commissioner should be more visible, especially at conferences.

22. There should be more placarding of businesses with hazardous goods/ chemicals.

23. Provincial I.D. cards with photos are needed.

APPENDIX C

SELECTED CHARTS FROM THE

MUTUAL AID AND FIRE PROTECTION SURVEY

CHART 1
AVERAGE SIZE OF MANITOBA FIRE DEPARTMENTS
PAID AND VOLUNTEER

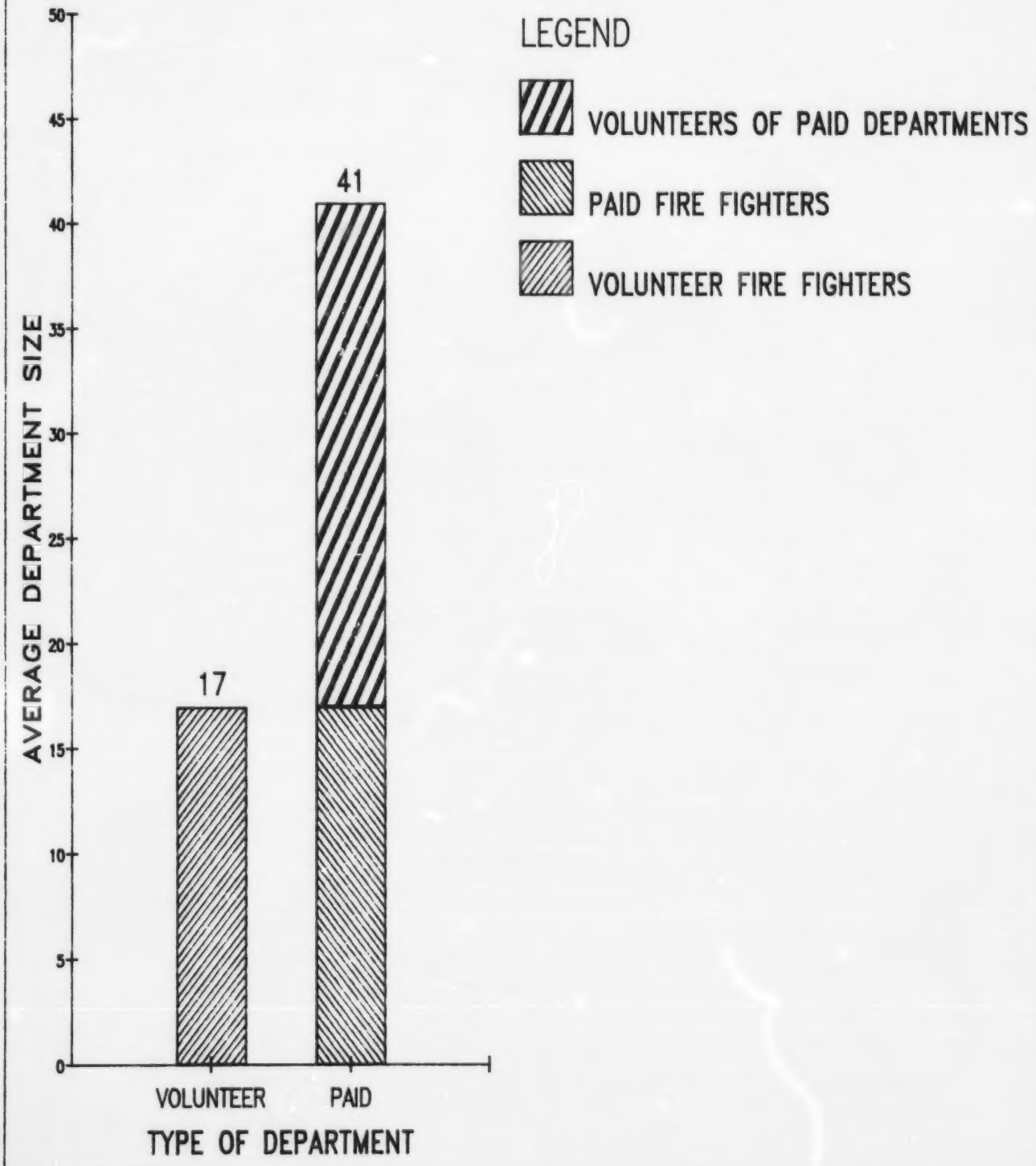

CHART 2
AVERAGE POPULATION SERVED
BY MANITOBA FIRE DEPARTMENTS
PAID AND VOLUNTEER

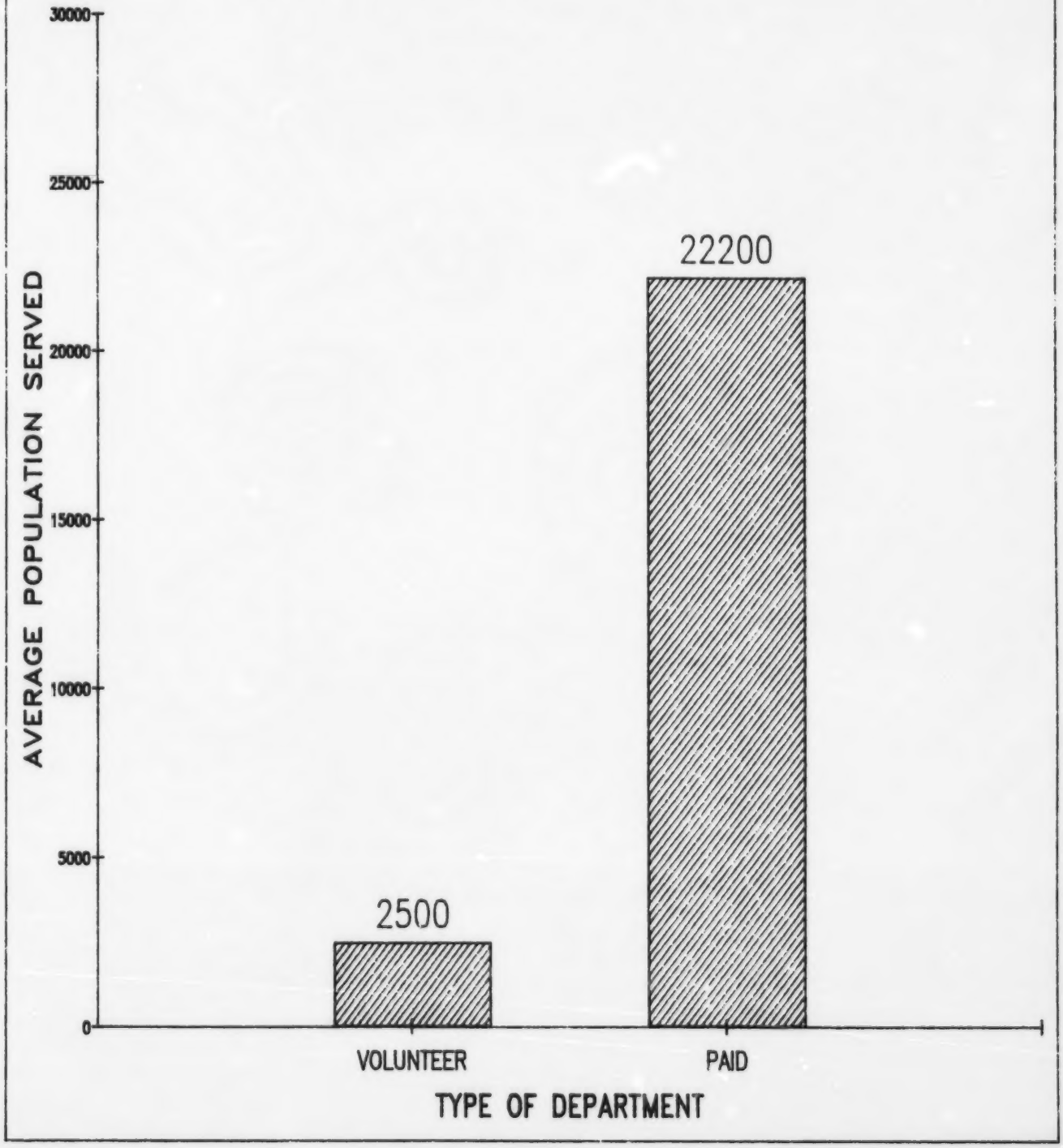

CHART 3
PER CAPITA BUDGET
FOR MANITOBA FIRE DEPARTMENTS
PAID AND VOLUNTEER

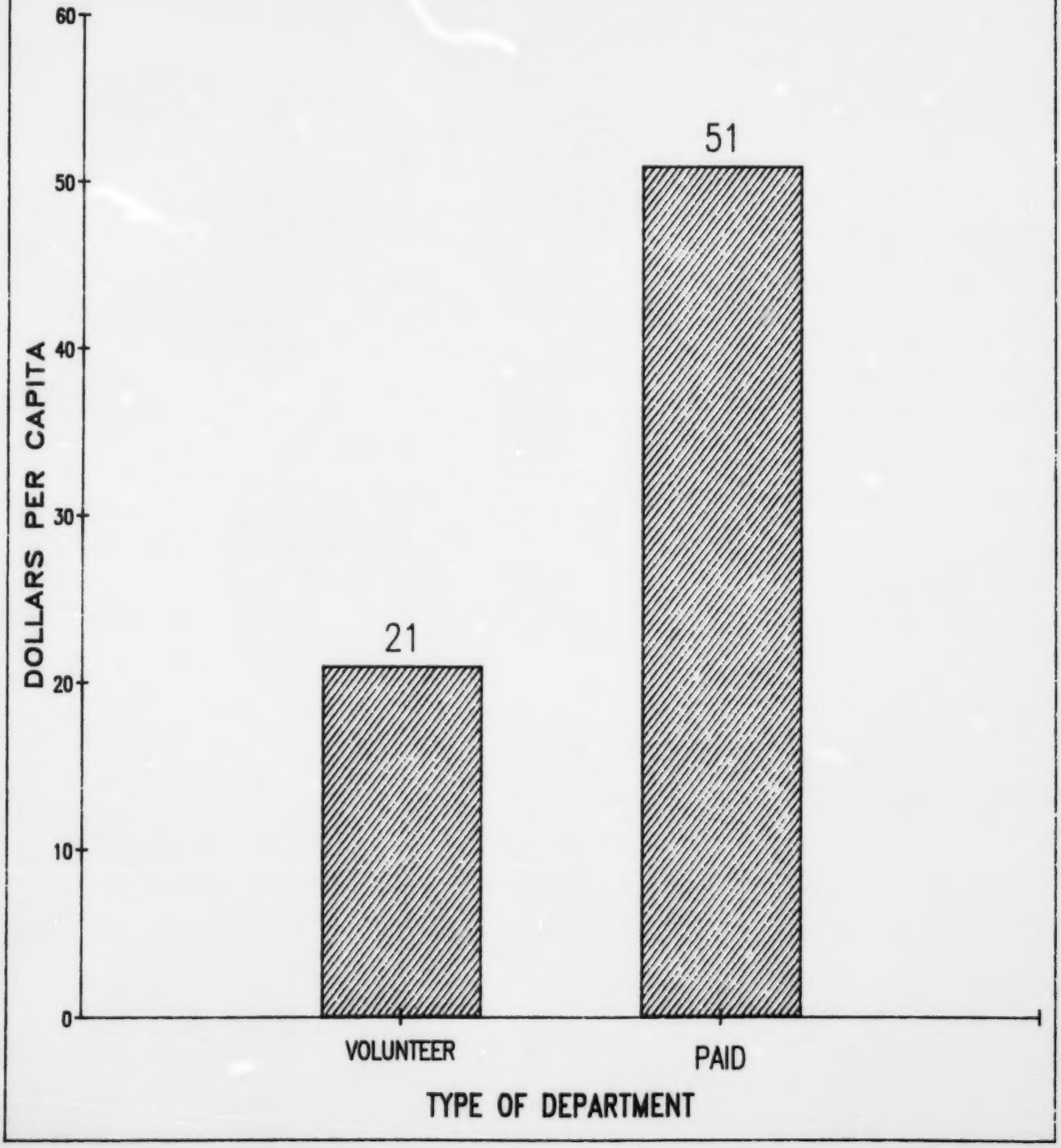

CHART 4
NUMBER OF PERSONS PROTECTED PER FIRE FIGHTER
PAID AND VOLUNTEER

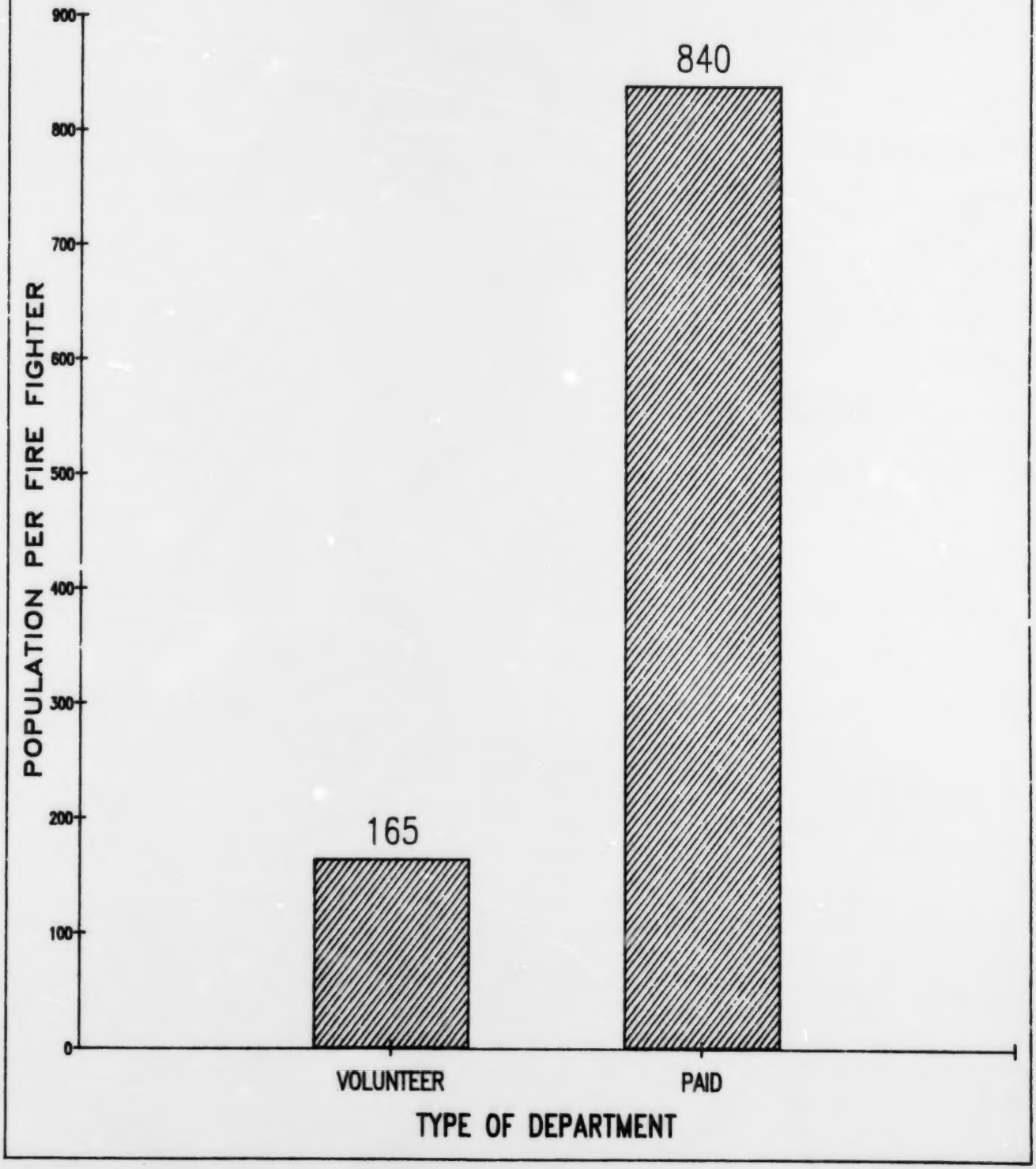

CHART 5
AMBULANCE SERVICE OPERATED BY MANITOBA FIRE DEPARTMENTS

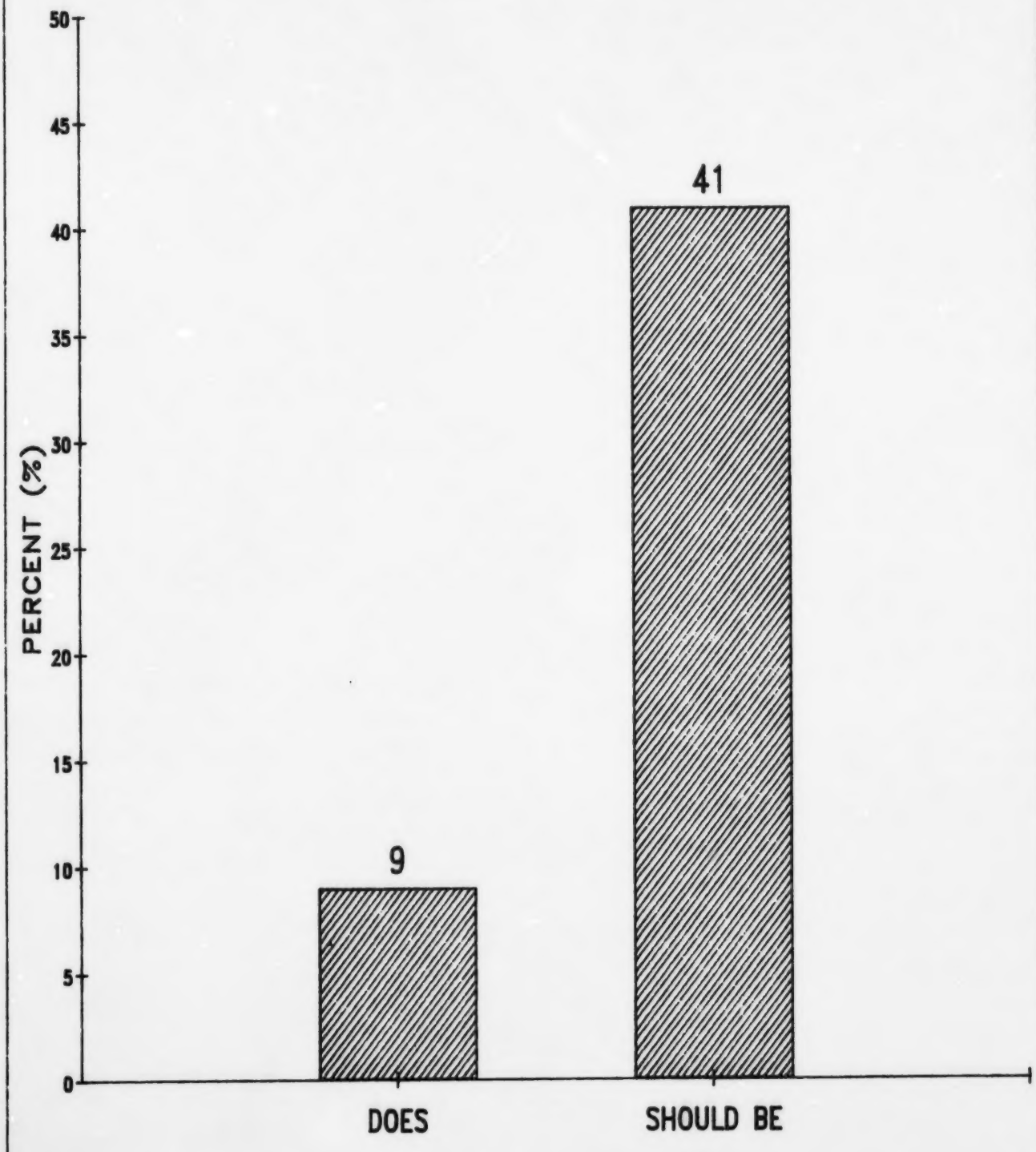

CHART 6
PROBLEMS RECRUITING
VOLUNTEER OR PAID FIRE FIGHTERS
TO MANITOBA FIRE DEPARTMENTS

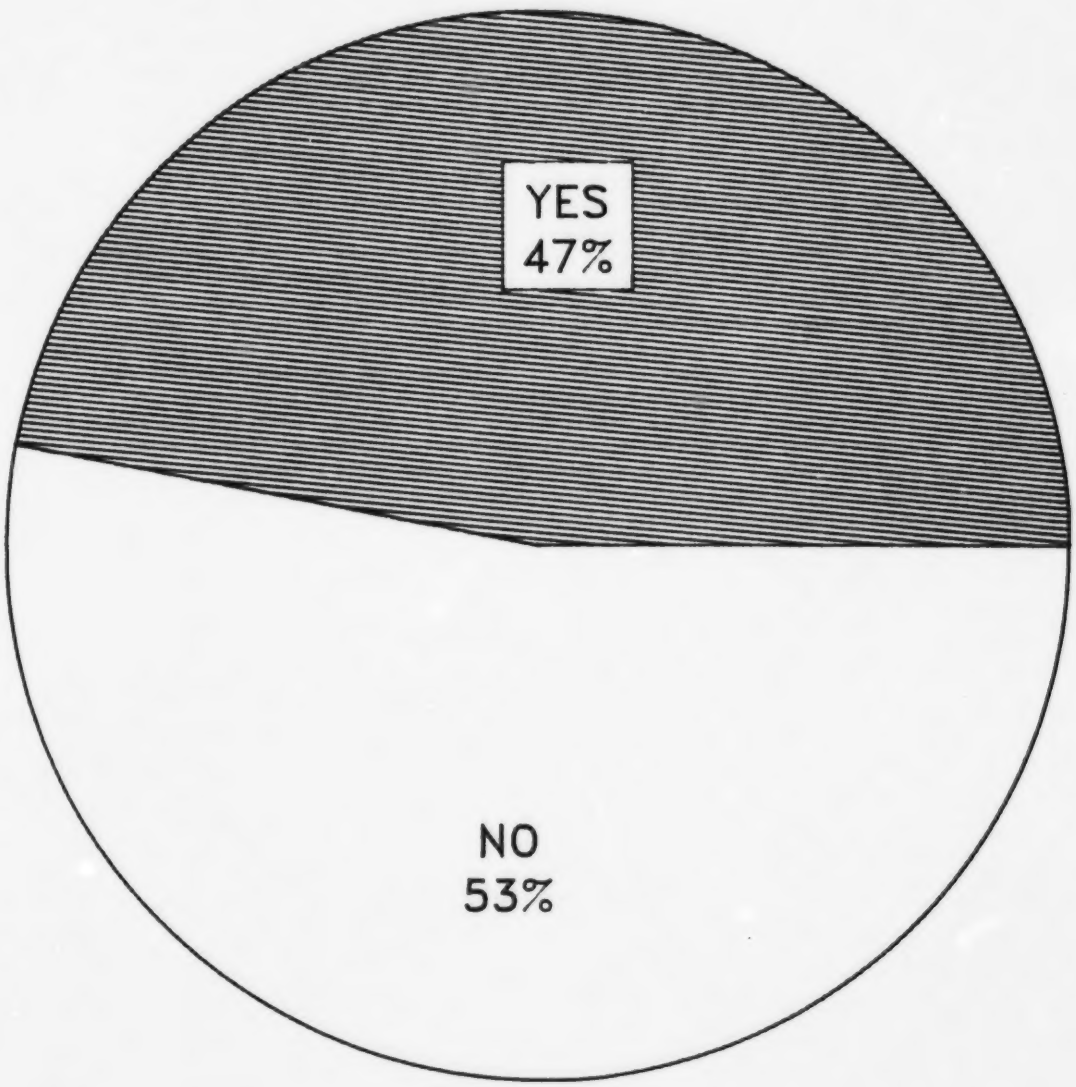

CHART 7
PERCENTAGE OF MANITOBA FIRE DEPARTMENTS PAYING FOR VARIOUS JOB ACTIVITY AREAS

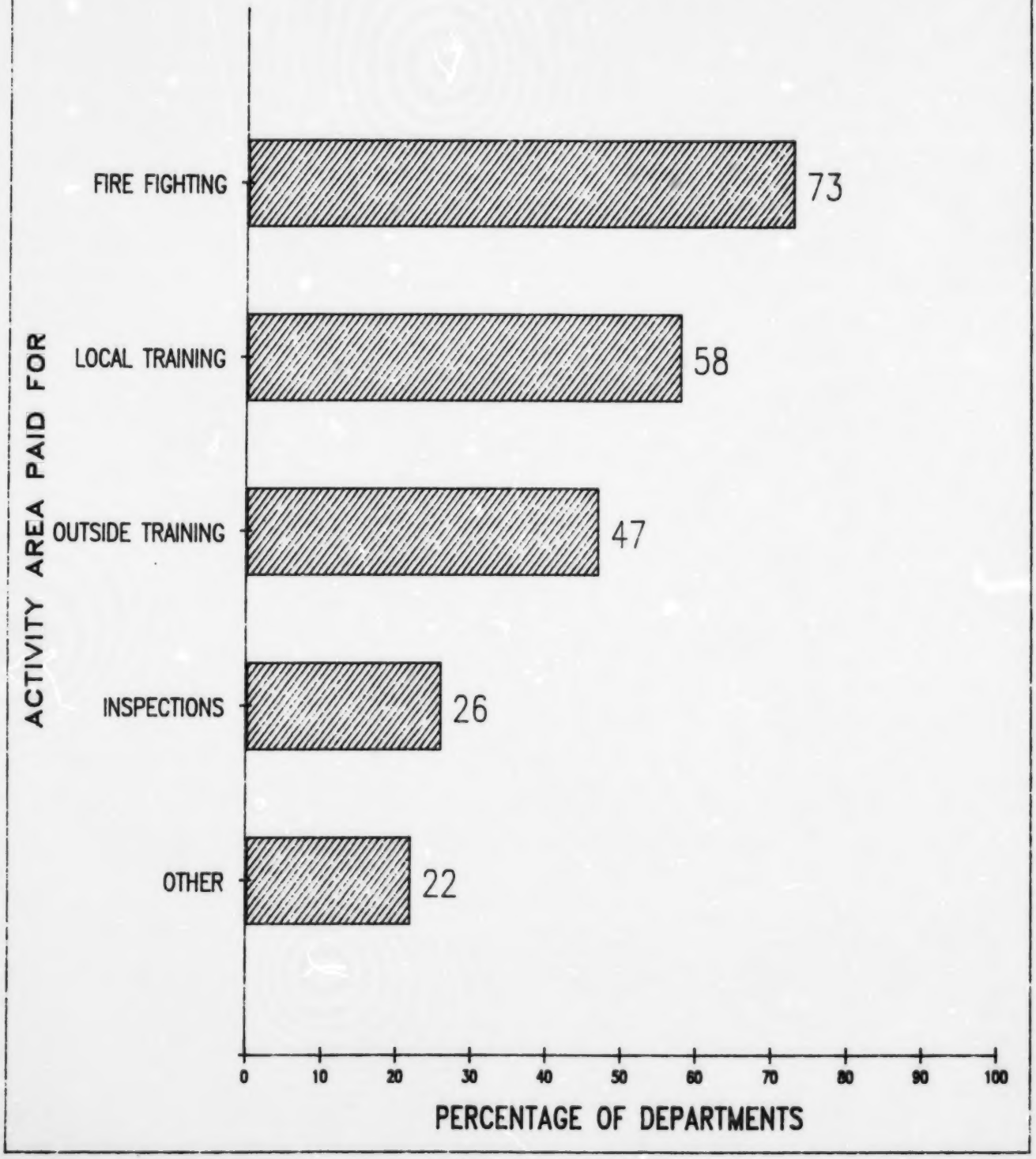

CHART 8
SHOULD MANITOBA FIRE DEPARTMENTS
ENGAGE IN MUTUAL AID CHARGE BACKS

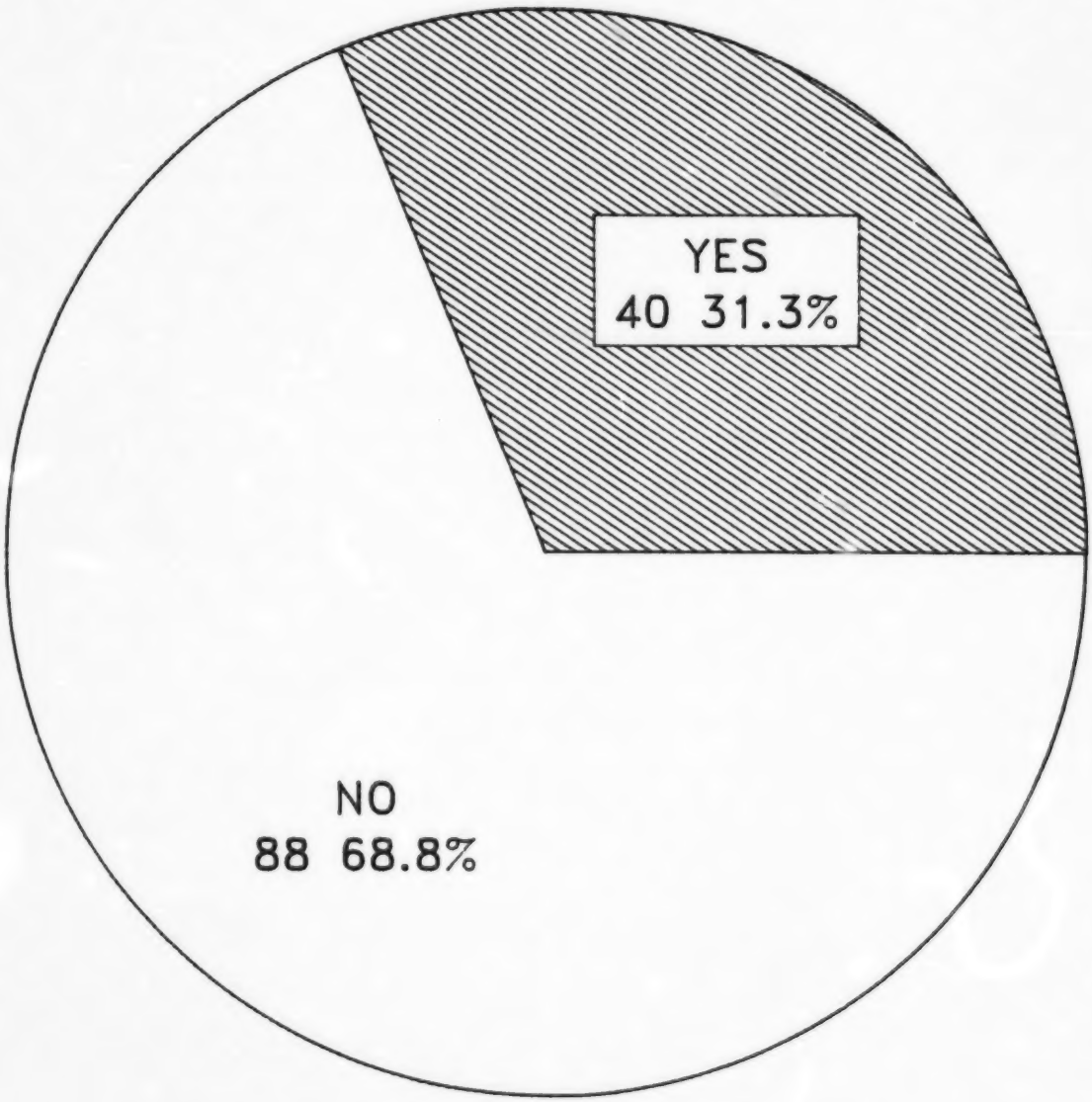

CHART 9
LEVEL OF SUPPORT BY ELECTED OFFICIALS TO MANITOBA FIRE DEPARTMENTS

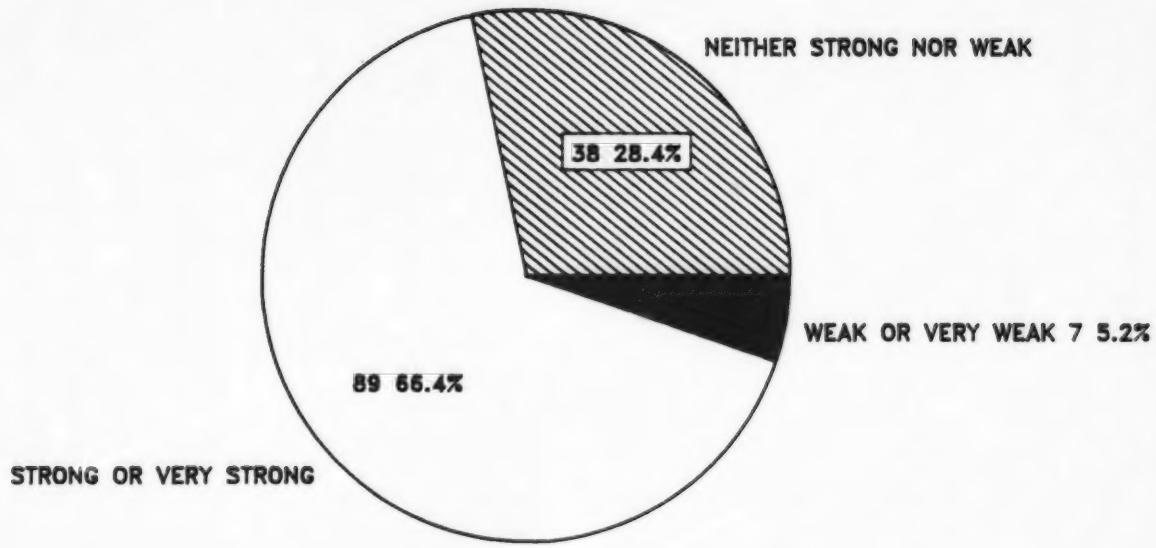

CHART 10
PROBLEMS WITH THE OPERATION OF
THE MUTUAL AID SYSTEM

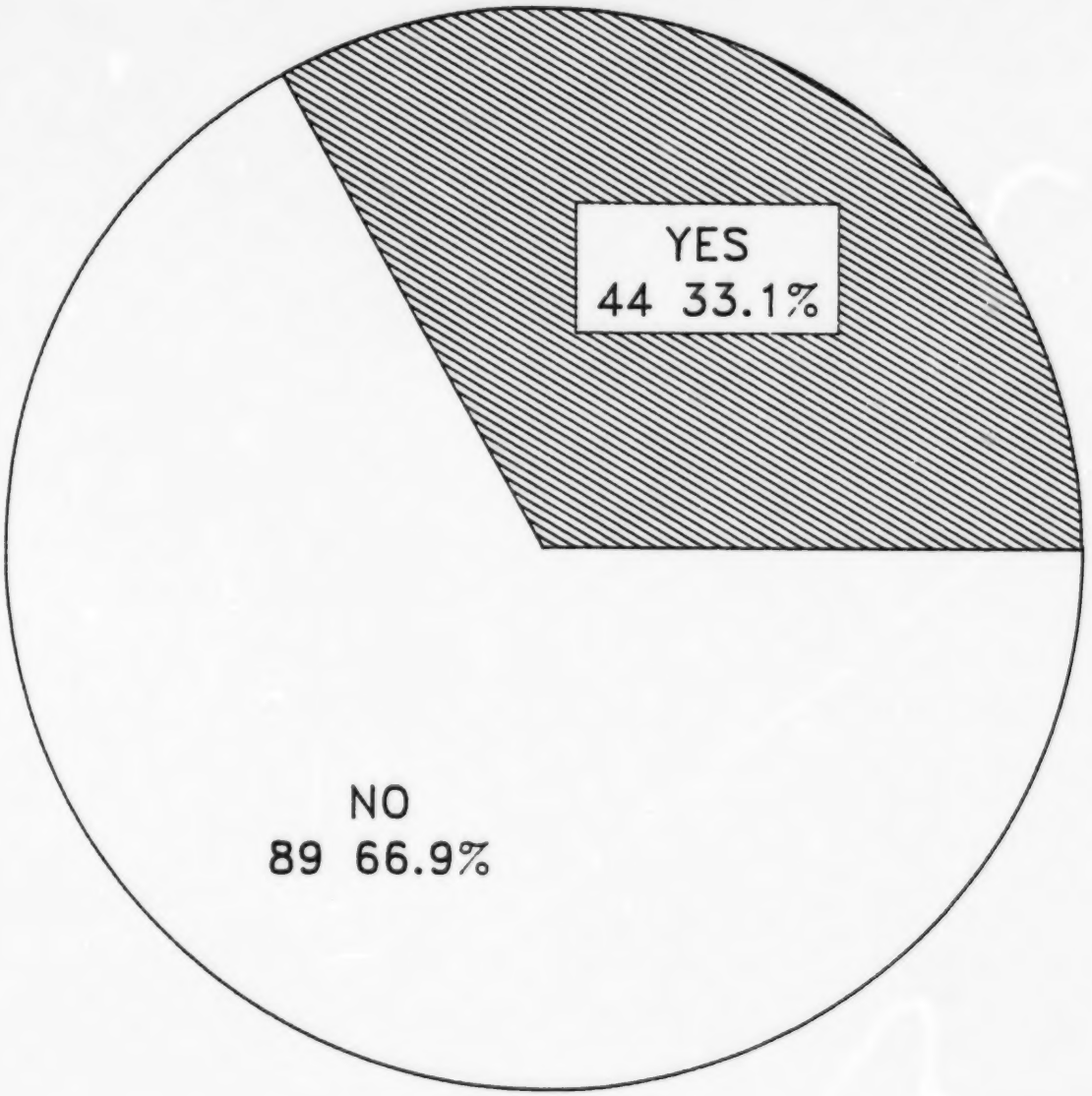

CHART 11
SATISFACTION WITH MUTUAL AID DISTRICT SYSTEM

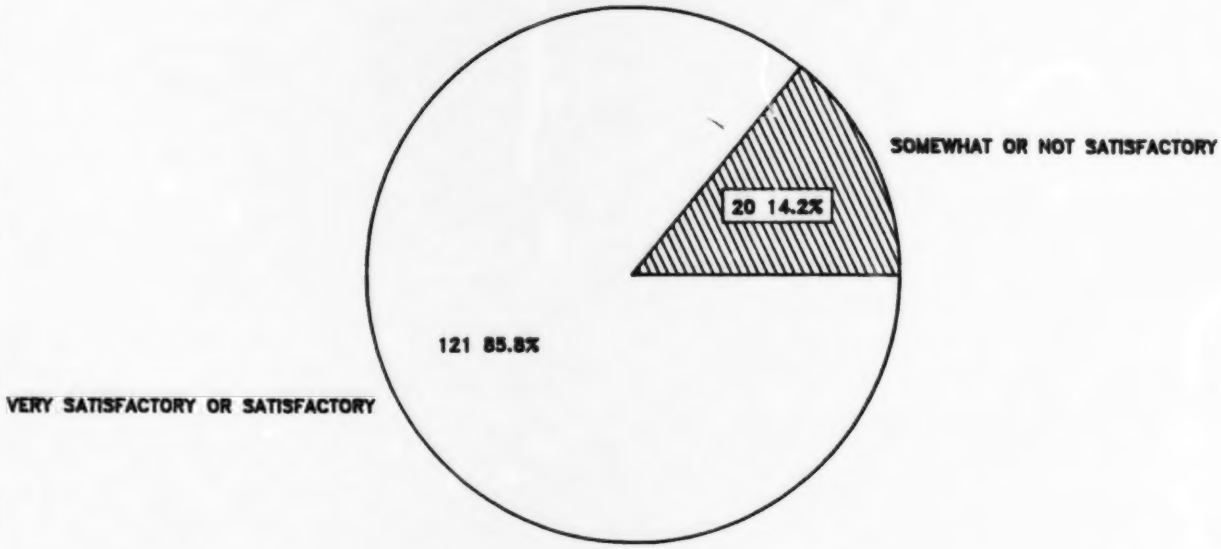

CHART 12
OFFICE OF THE FIRE COMMISSIONER
SUPPORT AND ASSISTANCE
(% VERY GOOD OR GOOD)

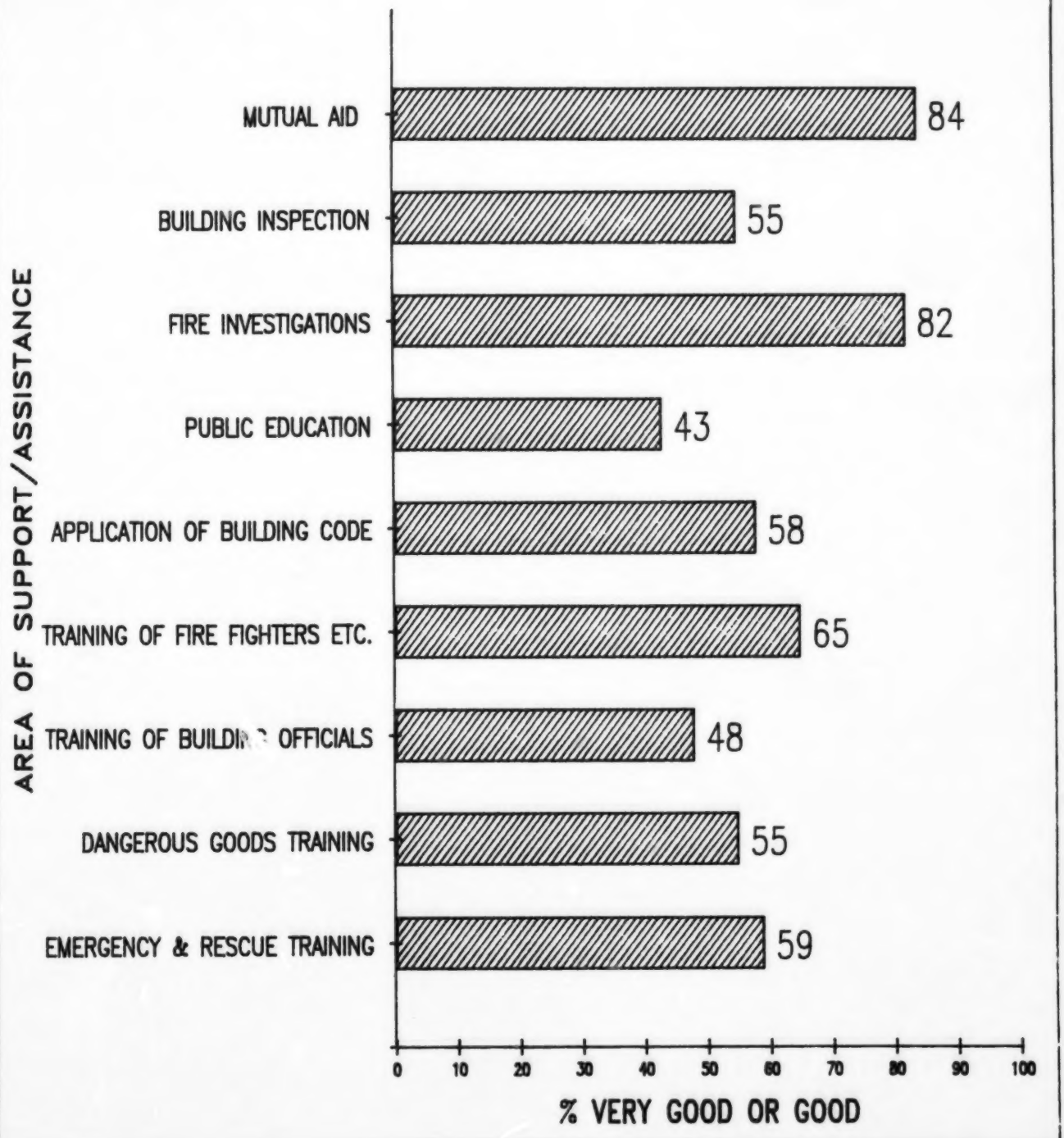

CHART 13
MORE TRAINING NEEDED
FOR MANITOBA FIRE DEPARTMENTS
(% YES)

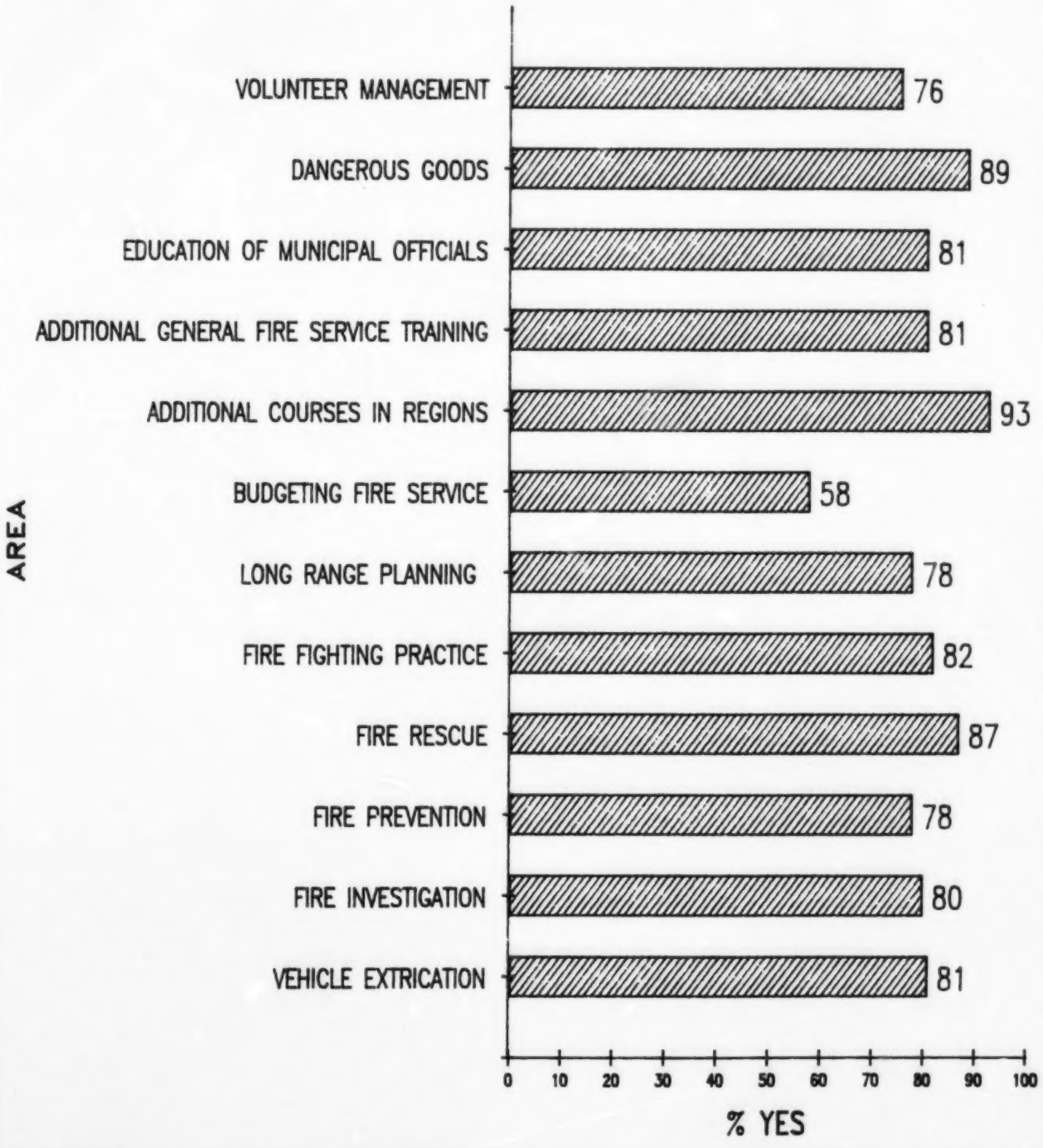

CHART 14
MANITOBA FIRE DEPARTMENTS
BARRIERS TO TRAINING
(% VERY OR SOMEWHAT SIGNIFICANT)

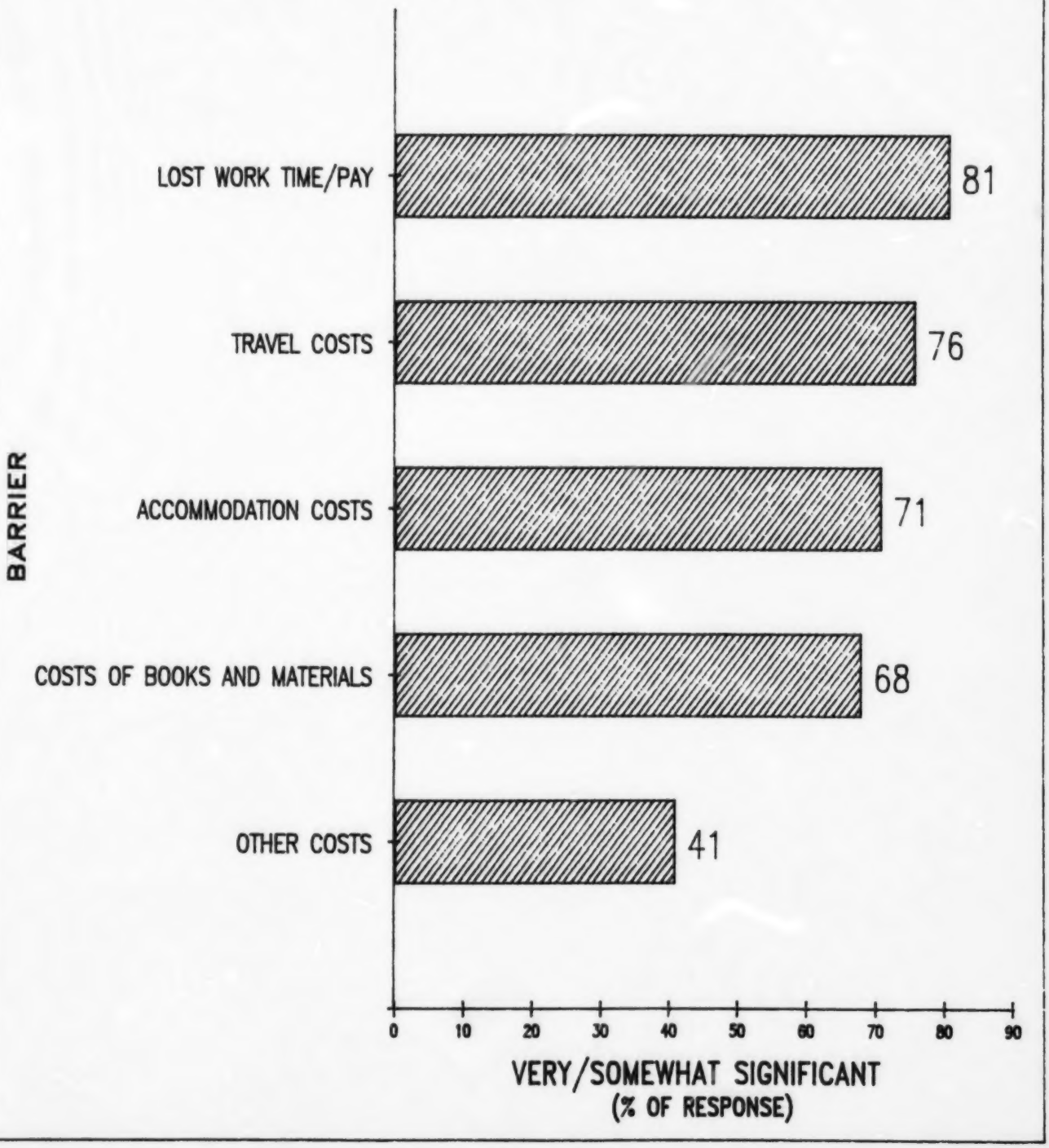

CHART 15
PROGRAM TO IMPROVE IMAGE NEEDED OR NOT

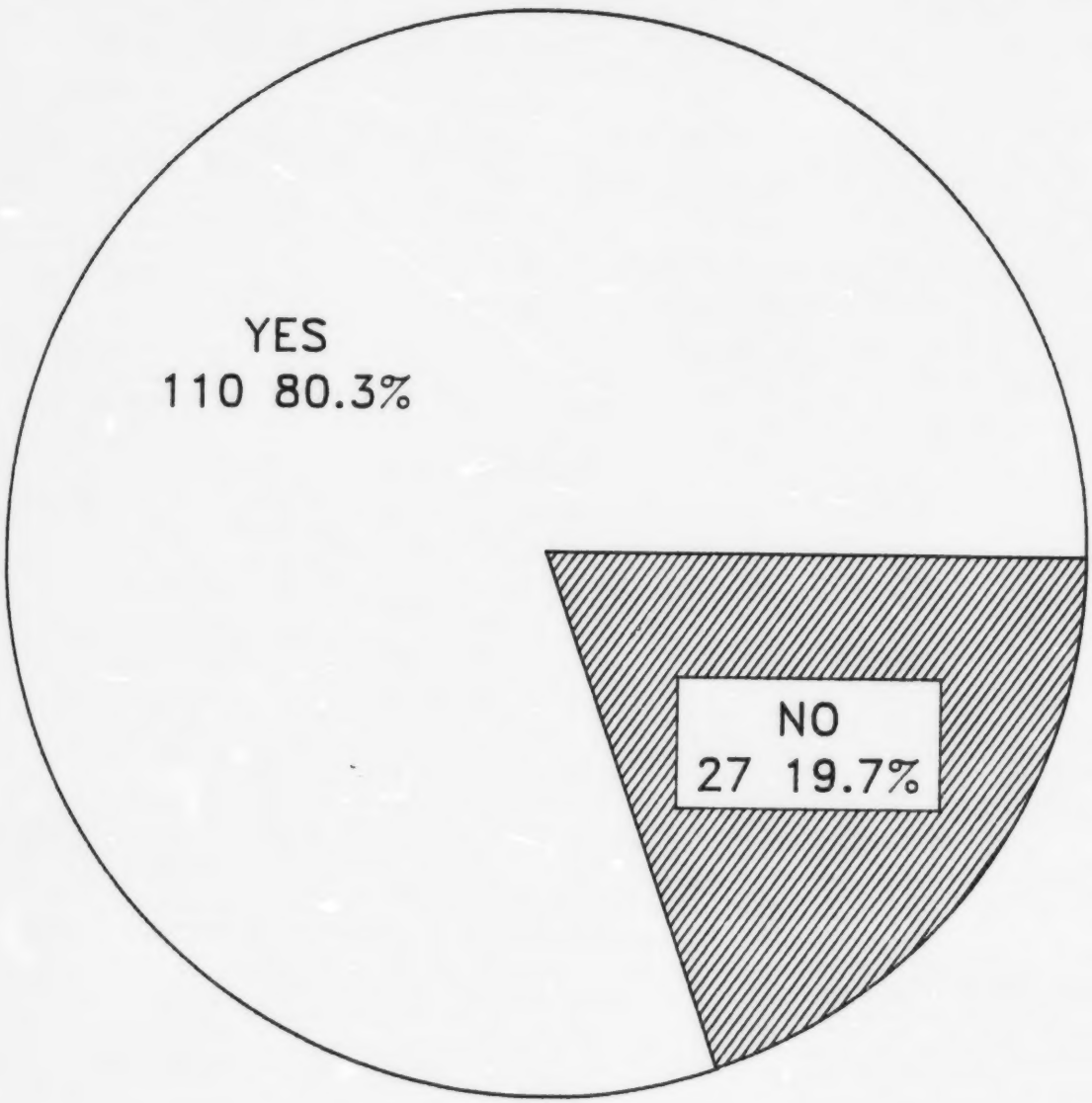

CHART 16
MANITOBA FIRE DEPARTMENTS
MUTUAL AID GUIDELINE DEVELOPMENT
(% YES)